



**U.S. Immigration  
and Customs  
Enforcement**

**ICE Health Services Corps (IHSC)**  
Enforcement and Removal Operations  
Immigration and Customs Enforcement

# **Access to Training for IHSC Personnel**

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## Foreword

This *IHSC Access to Training for IHSC Personnel Guide* supplements the following IHSC Directive:

# 01-04 (ERO # 11703.1), *Medical Education and Development*

This Guide explains concepts, assigns responsibilities and details procedures for accessing training, processing training requests, and documenting requirements for training. The intended audience is IHSC staff.

## I. Accessing Training

### A. ICE Learning Management System (LMS)

1. The ICE LMS is available to all IHSC staff and functions to distribute online courses, track user progress, and produce certificates of completion. It is accessible only from workstations on the DHS network. Access to the ICE LMS is granted automatically by three weeks after IHSC staff's entry on duty (EOD) date and users can access courses on a wide variety of topics. Additional information is available here:

(b)(7)(E)

Access via single sign on (SSO) is available here:

(b)(7)(E)

- a. Mandatory training through ICE LMS is published and updated here:

(b)(7)(E)

(b)(7)(E) Requirements are added periodically throughout the year as new training is developed or annual updates are posted. Although new training requirements are announced via broadcast messages, checking the requirement list monthly is recommended to keep up to date with mandatory training. Note: IHSC staff are required to complete both ICE and IHSC mandatory training (see Section C below).

### B. SkillSoft Books 24x7

1. Skillsoft Books 24x7 is available to all IHSC staff and is known as "referenceware" that provides cloud based learning solutions with complete access to online, live, and on-demand videos of preeminent thought leaders; full text of thousands of leading professional books; concise summaries of current, foremost business books; and best practices from leading senior executives of Fortune 500 companies.

More information is available here:

(b)(7)(E)

- a. **Books** 24x7 is available via web-enabled devices including iPhones. Register for Books 24x7 here:

(b)(7)(E)

### C. IHSC Mandatory Annual Training

1. The IHSC annual training requirements and training materials are located on the MEDU SharePoint® site:

(b)(7)(E)

2. IHSC staff is required to complete both ICE and IHSC mandatory training (see Section A.1.a. above).
3. IHSC staff are required to provide proof of completion of all trainings via a copy of their transcript from ICE Virtual University (VU), screen shot of the transcript via email, or allowing a visual of the transcript in accordance with local requirements.
4. The checklist below or a similar checklist may be used to monitor progress and may be included in the individual training file. Alternately, copies of the transcript may be utilized for the individual training file to comply with survey and audit requirements.

Note: Courses may be added to the requirements at any time. Requirement updates will be issued from the Medical Education and Development Unit (MEDU) if new courses are added.

	MANDATORY TRAINING
CUSTODY	
	Communications Skills
	Counseling Techniques
	Detainee Rules and Regulations (Rights and Responsibilities of Detainee)
	Hostage Situations and Staff Conduct if taken Hostage
	Interpersonal Relations (Appropriate Conduct with Detainees)

	Key and Lock Control
	Overview of Detention Operations
	Report Writing
	Security
	Contraband
	Supervision of Detainees
	Use of Force
<b>DENTAL</b>	
	Dental
<b>EMERGENCY PREPAREDNESS</b>	
	Emergency plans and procedures (Mass Casualty/Evacuation plan)
	Emergency Medical Procedures and Response (Written/Practical exam)
	First Aid and Medical Emergencies/Health Related emergencies
<b>HFMEA (Healthcare Failure Mode and Effects Analysis)</b>	
	HFMEA

<b>LAB/CPR</b>	
	Clinical Laboratory Improvement Amendments (CLIA) Wave Lab Test
	CPR every 2 years (Written Exam)
	Automated External Defibrillator (AED) Refresher
<b>MEDICAL EQUIPMENT</b>	
	Medical Equipment
<b>MEDICAL RECORDS</b>	
	Freedom of Information Act
	HIPAA
	Medical Records Documentation
<b>MENTAL HEALTH</b>	
	Abuse: Neglect, Physical
	Assessment of Suicide Risk: HELPER (signs of suicide risk)
	Crisis Communications/Handling Combative Detainees
	Prison Rape Elimination Act PREA (Detecting/Assessing sexual abuse and Assault)(Sexual Abuse/Misconduct Awareness and Reporting)
	Recognizing Mental Health Issues
	Suicide Prevention and Intervention

<b>MISCELLANEOUS</b>	
	Age Specific
	Code Of Ethics
	Culturally Competent Healthcare( Cultural and Language issues)
	Drug free workplace
	EEO
	Email Etiquette
	ICE/ERO Detention Standards (PBNDS CH 4: Care)
	Medical Grievance Procedure/Protocols
	Organizational Charts
	Requirement r/t Detainee with Disabilities and Special Needs
	Residential Standards Medical Care
	Staff Rules and Regulations/Responsibility and Rights of Employees
	Terminal Illness
	Tool and Sharp Control
	IHSC Introduction: Program Overview
	Workplace Violence
<b>PATIENT EDUCATION</b>	
	Patient Education and Health Promotion

<b>PHARMACY</b>	
	Medication Administration
	Psychopharmacology
<b>PROVIDER</b>	
	Management of Heat Illness Emergencies
	Managing Hunger Strike (Signs of Hunger Strike)
	Pain Assessment and Management
	Rhabdomyolysis
<b>QUALITY IMPROVEMENT</b>	
	Performance Improvement Program
	Risk Management
	Writing Root Cause Analysis (RCA)
<b>RADIATION SAFETY</b>	
	Tele-Radiology
<b>SAFETY /INFECTION CONTROL</b>	
	Biohazardous Waste Disposal/Blood Borne Pathogens (VU)
	Infection Control: Standard Precautions/MRSA/Hand Hygiene/Tuberculosis/PPE/Occupational

	Exposure Plan/Universal Precautions
	Occupational Health and Workplace Safety
	Safety Procedures

#### **D. IHSC Building Leaders Program**

The IHSC "Building Leaders Program" encourages employees to continually grow, both personally and professionally, by taking advantage of the ICE VU leadership training programs to assist them in this pursuit and to establish sound leadership building blocks. IHSC created the Building Leaders Program for all employees. In order to receive a certificate, employees must complete the requirements for each Building Block. Certificates are awarded for each block as well as for completing all three blocks.

##### ***Building Block I***

*Completion of:*

- 3 leadership courses
  - 3 management courses
  - \*2 communications courses
- \*Choose from among the below communication courses to satisfy the requirement:

Communicating with a Cross-Cultural Audience  
Communicating with Professionalism and Etiquette  
Interpersonal Communication: Communicating with Confidence

##### ***Building Block II***

*Completion of:*

- Building Block I
- 3 leadership courses
- 3 management courses
- 3 communications courses

### ***Building Block III***

*Completion of:*

- Building Block I & II
- 3 leadership courses
- 3 management courses
- 4 communications courses

There are numerous leadership, management, and communications programs available on the VU that can be found in the Course Catalog of the Learning Center. An Advanced Search has a Category pop-up tab that will lead you to over 50 courses on Leadership, Management, and Communications. In “Advanced Search,” from the Category dropdown box, scroll down and select the second Leadership Curriculum, the Management Curriculum, and the Communication Curriculum to select courses that will satisfy the block requirements. The ICE VU can be accessed at: <http://vu.ice.dhs.gov>

To receive certificates, IHSC employees need to have completion verified by the Medical Training Officer (MTO) or supervisor (viewing or creating a screenshot of the VU transcript is preferable to printing course completion certificates). The staff member, MTO, or supervisor then notifies MEDU of the completion of requirements and MEDU will provide a Building Leaders Program Certificate Level I, II, III and/or overall graduation certificates.

### **E. ICE Training and Education Center (TEC)**

**1. TEC serves as a resource and IHSC employees’ “pathway to possibilities” for self-discovery, career strategy and planning, and ongoing career management as well as preparation for retirement and the ICE mentoring program:**

(b)(7)(E)

**a. Assistance is offered in creating an individual development plan, résumé review, interview practice, and even a personality type assessment. To request these services, please visit the following website:**

(b)(7)(E)

**b. Upcoming Opportunities and Application Nominations (available for Federal staff only) for Career Development Programs can be accessed here:**

(b)(7)(E)

**Note: Some TEC opportunities are not available to contracted staff, but any self-service resources can be accessed by all staff.**

#### **F. ICE Supervisory Requirements:**

1. IHSC supervisors have specific additional training requirements which can be found in the TEC:

(b)(7)(E)

(b)(7)(E) and includes requirements for all supervisors, new supervisors, and those supervisors who are supervising a new supervisor.

a. Supervisors are required to take the ICE Supervisory Leadership Training (SLT) course. Information and registration for the course is available here:

(b)(7)(E)

#### **G. Federal Acquisition Institute Training Application System (FAITAS)**

1. FAITAS is available for Federal Acquisition Workforce Staff and others with supervisory permission. Note: In order to register for classes, your supervisor must be registered in FAITAS. Register and access FAITAS here:

(b)(7)(E)

#### **H. Tuition Assistance Program**

1. Tuition assistance may be available for federal (other than Commissioned Corps Officers, see Section H below) employees. Information about applying, reimbursement, forms and instructions is available here:

(b)(7)(E)

#### **I. Applying for Funding**

1. Funding may be available for federal staff for various educational opportunities. (Although Commissioned Corps Officers are not entitled to TAP (see Section G. above), approval for courses in pursuit of a degree from an accredited institution via [SF-182, "AUTHORIZATION, AGREEMENT, AND CERTIFICATION OF TRAINING"](#) may be possible; however, the courses must be at a level at least one degree higher than the highest educational degree held by the officer with few exceptions.)

a. Continued service agreements must be signed for training programs that exceed 80 hours.

2. Applicants must submit projected training requirements through their supervisory chains annually in July for inclusion in the "Conference Projection List" in order to be considered for funded training.

a. Specific information on specific annual meetings, conferences, and training workshops or symposiums may not be available from the sponsoring organization by July; however, reasonable assumptions may be made to populate the "Conference Projection List." Provide the best estimates to your supervisor.

b. The **SF-182, "AUTHORIZATION, AGREEMENT, AND CERTIFICATION OF TRAINING"** must be routed and approved electronically; paper and scanned version will not be accepted. (Contact the ICE helpdesk for assistance in establishing an electronic signature.)

### 3. Populating, Routing, Approving, and Completing the SF-182

#### a. Section A:

- i. Populate Blocks 1 then blocks 6-17 (Leave blocks 2-5 blank)
  - a. CC Officers special instructions
    - i. Block 12 = PHS
    - ii. Block 14= CC
    - iii. Block 15 = 0600 as a default or your series if you know it
    - iv. Block 16 = your grade (O1, O2, etc.)
    - v. Block 17 leave blank

#### b. Section B:

- i. Complete all blocks to the best of your ability using the instructions attached to the form. Many blocks contain a link directly to the pertinent instruction.
  - b. Block 2b is only applicable to government sponsored courses (such as USDA) which will provide the information to you. Leave 2b blank if information is not provided to you.
  - c. Block 14 may be left blank if the vendor materials do not give an indication one way or the other
  - d. Block 15 may be applicable if training is greater than 40 hours

#### c. Section C

- i. Complete Blocks 1, 2a, 2b, and 2c for "item" and "amount" columns (but not the "appropriation fund" column)

ii. Use Concur Government Edition (CGE) or the U.S. General Services Administration city pairs search (b)(7)(E) for airfare costs and per diem rates look up:

(b)(7)(E) for lodging and meals and incidental expenses (M&IE – remember the first and last day are 75% of M&IE) to estimate your costs. Note: Registration fees may NOT be paid through CGE. Refer to the section below for registration payment.

d. Section D:

It is the trainee's responsibility to route the form; however, the supervisors may transmit the form with a carbon-copy to the trainee

i. Block 1: First line supervisor signs indicating that

- a.) This training is of mutual benefit to trainee and organization
- b.) Trainee may be absent from workplace during training (if applicable)

ii. Block 2: Second line Supervisor signs (if 2<sup>nd</sup> line supervisor is the AD, this block is left blank) with signature indicating:

- a.) Agreement with first line approval

iii. Block 3: Leave blank. Signatory is outside IHSC.

e. Section E:

i. Route to RMU, CDR (b)(6);(b)(7)(C) [ce.dhs.gov](https://ce.dhs.gov) or RMU designee with courtesy copy (cc) to MEDU, LCDR (b)(6);(b)(7)(C) (b)(6);(b)(7)(C) [ce.dhs.gov](https://ce.dhs.gov)

ii. RMU routes through the ICE Office of Training and Development and returns approved form to trainee

f. Section F

i. Trainee arranges for payment of registration through the usual purchase card process or invoicing (See RMU Guide.)

ii. Trainee arranges for travel through the usual Government Travel System process.

iii. Trainee attends training and provides documentation and evaluation (If a copy of the course evaluation is not available, trainee will at a minimum provide a brief statement as to whether the course is recommended for others and reasoning for same.) of the training to one of the following: HSA, AHSA, supervisor, local MTO,

or MEDU who completes the form and routes it to LCDR (b)(6),(b)(7)(C) (b)(6),(b)(7)(C) [ice.dhs.gov](https://ice.dhs.gov)

## **J. Academic Affiliations**

Academic Affiliations for the completion of practica or fieldwork pursuant to advanced health professional degrees are coordinated through MEDU for IHSC staff as well as unaffiliated degree candidates. Contact MEDU to initiate the affiliation and/or use an existing affiliation. The affiliation process is complex and requires coordination with ICE Ethics and the Office of the Professional Legal Advisor; therefore, lead-time from six months to one year is optimal to allow sufficient time for approval.

Note: The student volunteer program and student internship opportunities (both paid and volunteer) are outside the purview of MEDU. Both ICE Human Capital and the Office of Public Affairs coordinate these student opportunities, however; MEDU staff may be contacted to determine a point of contact for these programs.

## **II. References**

(b)(7)(E)